

# 2003-05 Performance Progress Report For Quarter Ending 6/30/2004

Agency 215

## Utilities and Transportation Commission Mission

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The WUTC protects consumers by ensuring that utility and transportation services are fairly priced, available, reliable and safe.

**Goal** Ensure railroad and pipeline safety companies build and operate their facilities in a way that contributes to public safety.

**Performance Measure** The number of grade crossing and trespass collisions per million train miles in Washington.

\* *Statewide results: 8. Improve the safety of people and property*

	Fiscal Year 2004				Fiscal Year 2005			
<b>Outcome</b>	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate				11				11
Actual				6.65				

Date Measured

**Performance Measure** Reported natural gas and hazardous liquid incidents per 100 miles of pipeline in Washington.

\* *Statewide results: 8. Improve the safety of people and property*

	Fiscal Year 2004				Fiscal Year 2005			
<b>Outcome</b>	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate				0.5				0.5
Actual				.12				

Date Measured

**Goal** Ensure essential consumer protection by assuring fair rates and compliance with standards for service quality, business practices, and reliability of delivery systems.

**Performance Measure** Telecommunications service quality complaints per 100,000 access lines: U S West.\*

\* *Statewide results: 7. Improve statewide mobility of people, goods, information and energy.  
Service quality complaints have been driven by the industry's largest carrier, U S West, which is therefore shown separately.*

	Fiscal Year 2004				Fiscal Year 2005			
<b>Outcome</b>	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate				94				94
Actual				55				

Date Measured

**Performance Measure** Telecommunications service quality complaints per 100,000 access lines: Other local exchange companies (other than U S West).

\* *Statewide results: 7. Improve statewide mobility of people, goods, information and energy.*

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### Utilities and Transportation Commission

	Fiscal Year 2004				Fiscal Year 2005			
Outcome	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate				42.7				42.7
Actual				29				
Date Measured								

**Goal** Take actions to increase competition and choice where there is benefit to consumers.

**Performance Measure** Percentage of Washington households with telephone service.\*

\* *Statewide results: 6. Improve the economic vitality of businesses and individuals. Washington ranks above the national average, which was 94.2% in 1995.*

	Fiscal Year 2004				Fiscal Year 2005			
Outcome	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate				96%				96%
Actual				97.4%				
Date Measured								

**Performance Measure** Concentration Index for the local telephone market.\*

\* *Statewide results: 6. Improve the economic vitality of businesses and individuals. Lower concentration index equals more competition; a concentration index of 10,000 indicates a monopoly exists.*

	Fiscal Year 2004				Fiscal Year 2005			
Outcome	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate				8000				8000
Actual				7981				
Date Measured								